

Tennessee Relay Service Report  
Annual Consumer Complaint Log Summary  
June 29, 2000 to May 31, 2000

The Tennessee Regulatory Authority received one (1) relay services complaint.

Date Filed	Date Closed	Complainant	Complaint	Resolution
1/20/01	3/3/01	Susan Jenkins 5874 Brentwood Trace Brentwood, TN 37027	<p>Filed against Tennessee Relay Center and AT&amp;T</p> <p>My husband and I chose Amerivision as our long distance carrier, but was billed by AT&amp;T. This has been going on for a year. Last bill included charges from AT&amp;T instead of your chosen carrier Amerivision.. AT&amp;T stated that complainant was their customer and that BellSouth routes calls to them. BellSouth stated that they had not been routing calls to AT&amp;T.</p>	<p><b>3/ 20 Tennessee Relay Center Response:</b>  Amerivision does not currently participate in the Relay  Industries Carrier of Choice (COC) platform. Amerivision  need to put the infrastructure in place to connect to the  AT&amp;T network. The Amerivision network needs to be  joined with the AT&amp;T network in specific locations in each  state that AT&amp;T provides relay service. It is this joining of  the networks that allows AT&amp;T Relay to put the long  distance call through on the Amerivision network and have  Amerivision bill the end user directly.</p> <p><b>3/15 AT&amp;T Response:</b>  The calls billed were operator assisted calls made over the  AT&amp;T network. AT&amp;T does not route calls over the AT&amp;T  network, they are routed via the local company or the  customer accessing the network directly. If the customer  calls are not routed over the AT&amp;T network, she should not  receive a bill from AT&amp;T. AT&amp;T could not pull up in ramp.  AT&amp;T send a letter and left message for complainant via  TTY requesting a return call.</p> <p>TRA: Carrier of Choice issue.  “Not Chargeable” – Tennessee Relay Center  “Not Chargeable” – AT&amp;T</p>